From: Rahul.Dedhiya@rcn.net
Sent: Monday, January 13, 2003 8:56 AM
To: SUMMERVILLE, SHARMAIN (AIT)
Cc: Christopher.Emmons@rcn.net
Subject: RCN's CNAM Query Performance

Sharmaine,

Happy New Year from us at RCN!

This is to confirm that in Chicago market, succcessful responses to CNAM
queries launched from RCN's network via Ameritech's SS7 network have
improved significantly since late July, 2002 (RCN does not have access to
Ameritech's CNAM performance information for their own customers to compare
these results). On 92% to 95% of the queries launched from RCN's network
our customers at least "City/State" information (of the called party) is
made available. Previously, only 72% of the CNAM queries launched had a
successful response (mostly Customer Name information and no City/State
information).

On a conference call in mid December 2002, Ameritech explained that some
failed query responses (e.g., no response or time outs, etc.) were due to
the called party's information either not stored in any database or had no
routing information (CNAM DB point code), which seemed reasonable. RCN and
Ameritech also discussed and agreed on how should any future major CNAM
query response failures be handled.

The only outstanding request for CNAM queries RCN has is to have its CNAM
query invoice show a break down of the queries that are getting Ameritech's
CIty/State Database response and the queries that are getting Ameritech's
CNAM Database response (this is a billing matter and not a performance
issue).

 Thank you for your assistance in resolving this matter.

Rahul